Abstract

To solve emergency software problems, organizations need guidance on how to efficiently manage them. This guidance, however, is available in only one process model today: CM³: Emergency Problem Management. In this paper, we study management of emergency software problems at Northern Finance. Our goal is to evaluate the CM³: Emergency Problem Management and provide feedback for its improvement. The most important feedback concerns the suggestions for extensions of CM³: Emergency Problem Management with a pre-alert phase and co-ordination of the management of emergency software problems with organization-wide crisis management.

Keywords: crisis management, emergency, maintenance, incident management, operational levels, alert phases.